

AvePoint® Professional Services



AvePoint is committed to providing the industry's most powerful and reliable infrastructure management solutions for Microsoft SharePoint. Helping our customers leverage SharePoint for success is our top priority, and a vital component of this commitment is our Professional Services Program.

AvePoint's team of highly-trained engineers are ready to assist customers as they deploy SharePoint and AvePoint's products. **AvePoint Professional Services** offers a flexible menu of expert consultation programs to meet the exact requirements and budget of any organization.

AvePoint Professional Service Packages

Installation and Configuration

- An AvePoint engineer will install and configure your AvePoint solutions directly on your environment(s), and provide training on SharePoint infrastructure management best practices
- Optional "Test Case" performance package available, during which an AvePoint engineer will conduct an assessment test for each requested AvePoint products/module(s)
- Remote and on-site packages available

Content Migration

- An AvePoint engineer will perform content migration (up to 100GB) to SharePoint 2007 from SharePoint 2003, Lotus Notes/QuickPlace, Documentum eRoom (v7.2 and above), File System, Exchange Public Folders, and Open Text LiveLink (v8.x)
- Remote and on-site packages available

System Optimization and Upgrade

- An AvePoint engineer will assist existing AvePoint customers in the upgrade of their DocAve platform
- Run diagnostic tests and system spot checks to ensure optimized configuration and efficiency with regard to DocAve infrastructure management processes
- Remote and on-site packages available

Custom Services

- For those AvePoint customers with assistance requirements not met by AvePoint's defined Professional Services Packages.
- An AvePoint engineer and/or Partner will assist in the planning/execution of the requested task
- Remote and on-site packages available

AvePoint Professional Services

AvePoint Professional Service Program Features

	Package Description	# of Service Days	Available On-Site	Available Remote
Installation and Configuration	Installation and configuration of purchased AvePoint products/modules, with optional "Test Case" execution	½ - 5	Yes	Yes
Content Migration	Migration of up to 100GB of content into SharePoint 2007	Based upon initiative requirements	Yes	Yes
System Optimization and Upgrade	Upgrade, test, configure, and optimize all AvePoint products/modules	1 - 5	Yes	Yes
Custom Services	Assist AvePoint customers in unique/ SharePoint infrastructure management initiatives	Based upon initiative requirements	Yes	Yes

AvePoint Professional Services Requirements and Rates

- All engagements will be preceded by a preliminary consultation phone call between the client and an AvePoint engineer
- All engagements must be scheduled a minimum of ten (10) business days in advance of appointment
- No professional services are offered on a partial-day basis, with the exception of the Installation and Configuration package
- Decisions concerning whether services will be rendered remotely or on-site will be made by AvePoint, after consultation with client and subject to availability of AvePoint staff
- All AvePoint Maintenance Programs are subject to terms & conditions as set forth in applicable services agreement

To Schedule an AvePoint Professional Services Appointment

To learn more about AvePoint's Professional Services, and to schedule a services package for your organization, please call **1-800-661-6588** or email **Sales@AvePoint.com**

